



Question	Answer
<p>With .NET sometimes there will be an “S” on the printed appointment schedule, indicating there is a note in Special Needs on the Demographics screen. But about half the time there is no note in the Special Needs box on the Demographics screen. Is this a bug?</p>	<p>We’ve researched this and have not been able to find it as a bug. However, what might be the problem is that perhaps instead of deleting the note staff may have used the space bar to delete the note but left that space. If there is any space in the field, it indicates the “S” on the Appointment Summary.</p> <p>When a staff member notices this problem, she can double click in the Special Needs field on the Demographics screen and then hit “Delete”. That will delete the space. The next time the Appointment Summary is generated that “S” won’t show up on the Appointment Summary. Remind staff to use this method when they delete notes that no longer apply.</p> <p>(P.S. If you think something is a bug, be sure to call the KWIC Help Desk at 1-866-516-3606.)</p>
<p>With the change to electronic signature, we occasionally forget to have the client sign the Rights and Responsibilities (R &amp; R) early in the appointment. Then the RD has to get it signed before she prints checks. But she does not have a signature pad so clinic flow is disrupted.</p> <p>Can “Rights and Responsibilities” be added to the Certification Guide as a reminder?</p>	<p>This request has been added to the list of KWIC requests. However other priority KWIC system work must be done before we even assess the request list.</p> <p>We suggest that you continue to work with staff so they remember to complete this task early in the intake process, just as before the change to electronic signature.</p> <p>One thing that may help as a reminder is to have a laminated copy of the Rights and Responsibilities prominently kept at the intake workstation. This may remind staff to always provide the client with the opportunity to read the R &amp; R and get the signature.</p> <p>If you do not have a laminator and would like a laminated R &amp; R (two-sided with English/Spanish), contact Cindy Thomas at the state office. Use <a href="mailto:cthomas@kdheks.gov">cthomas@kdheks.gov</a> or 785-296-1320.</p>

